



## **BSO Tutorial for Tax Year 2003**

# Registration Services

Contains the following lessons:

- PIN and Password Registration for [Domestic Registrants](#) and [Foreign Registrants](#)
- Login Procedures for [PIN-Password](#) and [PIN-SSN](#)
- [Logout Procedures](#)
- [Change](#) and [Forgotten](#) Passwords
- [PIN Deactivation](#)
- [Contact SSA](#)

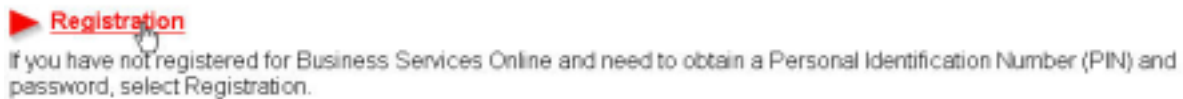
## Lesson 1: Registration for Personal Identification Number (PIN) and Password for Domestic Registrants

Follow the instructions below to register for a PIN and password if you are a domestic registrant.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bso/bsowelcome.htm](http://www.socialsecurity.gov/bso/bsowelcome.htm).

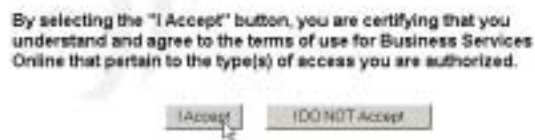


**Step 2:** Select the **Registration** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button (located at the bottom of the page) after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Registration for Business Services Online page.


**Social Security Online**  
**Business Services Online**  
Social Security's Business Services Online (BSO)

[Help](#)

**Registration for Business Services Online**

Form Approved: OMB No. 0980-0808  
(Expires 11/30/2002)

**NOTE: Accountants, CPA's, etc.** You only need to register once in your own firm's name. You can then conduct business for as many clients as you wish.

[Quick Help!](#)

- Fields marked with an asterisk (\*) MUST be completed.
- Do NOT use punctuation in any field. This includes dashes in phone numbers.
- Please do NOT use your browser's navigation keys during this application.
- Use of the browser's navigation keys may cause a loss of data.
- Help pertaining to each field is located at the bottom of the page.

**Information About You:** This part of the form gathers information about you, the employee requesting a Personal Identification Number (PIN). The information you provide will be compared to our records to verify your identity.

First Name:   
 Middle Name:   
 Last Name:   
 Suffix: (Jr., Sr., III, IV)   
 U.S. Social Security Number:   
 Date of Birth: (mm/dd/yyyy)   
 Address Line 1:   
(Your Password will be mailed to this address)  
 Address Line 2:   
 City:

**Please enter a U.S. Domestic Address OR a Foreign Address**

Country:   
 State Abbreviation (per U.S.) / Province:   
 Zip (per U.S.) / Postal Code:  Zip Ext. (per U.S.)   
 Work Phone Number:   
 Extension:   
 Fax Number:   
 E-mail:

**Information About Your Company or Business:** This part of the form gathers information about the company that employs you or that you own. The information you provide will be compared to our records to verify that you currently work for the company or business whom you are representing.

Company Name or Business Name:   
 Company Phone Number:   
 Extension:   
 Employer Identification Number (EIN):   
 OR  
 I am Self Employed and DO NOT have an EIN: ☐

Have a question? Call 1.800.772.6270 to speak with Employee Customer Service personnel.  
For TDD/TTY call 1.800.325.0778.

**Step 4:** Complete the Registration for Business Services Online page.



**TIPS**

- Fields marked with an asterisk (\*) must be completed.
- You will be sent an e-mail reminder to change your password two weeks before it expires if you enter/verify your e-mail address.
- Do not use punctuation in any field. This includes dashes in phone numbers.
- Help pertaining to each field is located at the top of the page.

**Step 5:** Select the **Register** button to process the registration form. The system displays your PIN.



**NOTE**

*You can use your assigned PIN with your U.S. SSN as your password to log in to BSO for up to 30 days after you register. Your password will be mailed to you within 2 weeks.*

**Step 6:** Select the **BSO Login Page** link to exit this page. The system displays the BSO - Privacy Policy Statement page, followed by the Business Services Online Login page. Refer to [\*Lesson 4: Login Procedures with PIN and SSN\*](#) for information on how to log in to BSO.

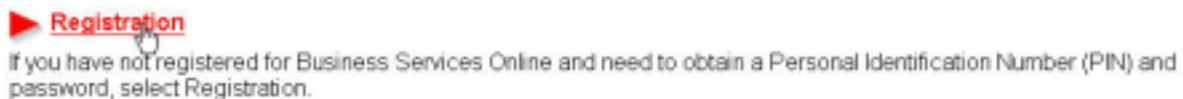
## Lesson 2: Registration for Personal Identification Number (PIN) and Password for Foreign Registrants

Follow the instructions below to register for a PIN and password if you do not have an SSN and you have a foreign address.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

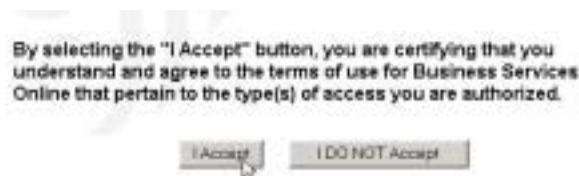


**Step 2:** Select the **Registration** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button (located at the bottom of the page) after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Registration for Business Services Online page.


**Social Security Online**  
**Business Services Online**  
Social Security's Business Service Online (BSO)

[Help](#)

**Registration for Business Services Online**

Form approved (OMB No. 0583-0045)  
Expires 11/02/2003

**NOTE: Accountants, CPA's, etc.** You only need to register once in your own firm's name. You can then conduct business for as many clients as you wish.

**Quick notes:**

- Fields marked with an asterisk (\*) MUST be completed.
- Do NOT use punctuation in any field. This includes dashes in phone numbers.
- Please do NOT use your browser's navigation keys during this application.
- Use of the browser's navigation keys may cause a loss of data.
- Help pertaining to each field is located at the bottom of the page.

**Information About You:** This part of the form gathers information about you, the employee requesting a Personal Identification Number (PIN). The information you provide will be compared to our records to verify your identity.

**First Name:**   
**Middle Name:**   
**Last Name:**   
**Suffix:** (Jr., Sr., III, IV, etc.)   
**U.S. Social Security Number:**   
**Date of Birth:** (mm/dd/yyyy)   
(Your Password will be mailed to this address.)  
**Address Line 1:**   
**Address Line 2:**   
**City:**

**Please enter a U.S. Domestic Address OR a Foreign Address**

**Country:**    
**State Abbreviation (per U.S.) / Province:**   
**Zip (per U.S.) / Postal Code:**  **Zip Ext. (per U.S.):**   
**Work Phone Number:**   
**Extension:**   
**Fax Number:**   
**E-mail:**

**Information About Your Company or Business:** This part of the form gathers information about the company that employs you or that you own. The information you provide will be compared to our records to verify that you currently work for the company or business whom you are representing.

**Company Name or Business Name:**   
**Company Phone Number:**   
**Extension:**   
**Employer Identification Number (EIN):**   
**OR**  
**I am Self Employed and DO NOT have an EIN:** ☐

Have a question? Call 1.800.772.6276 to speak with Employer Customer Service personnel.  
 For TDD/TTY call 1.800.325.0776.

**Step 4:** Complete the Registration for Business Services Online form. Be sure to select your country in the Country drop-down list.

**TIPS**

- **Fields marked with an asterisk (\*) must be completed.**
- **You will be sent an e-mail reminder to change your password two weeks before it expires if you enter/verify your e-mail address.**
- **U.S. Social Security Number is no longer a required field if registering with a foreign address.**
- **Do not use punctuation in any field. This includes dashes in phone numbers.**
- **Help pertaining to each field is located at the top of the page.**

**Step 5:** Select the **Register** button to process the registration form. The system should re-display the Registration for Business Services Online page with a list of any corrections you need to make before you can successfully register.

**Step 6:** Select the following checkbox if you want to register for a PIN without entering a U.S. Social Security Number.

Please submit your information with the following correction(s):

**U.S. Social Security Number Warning: You left the U.S. Social Security Number blank.**  
 **Check this box if you do not have a valid U.S. Social Security Number and would like to continue with BSO Registration.**

**NOTE**

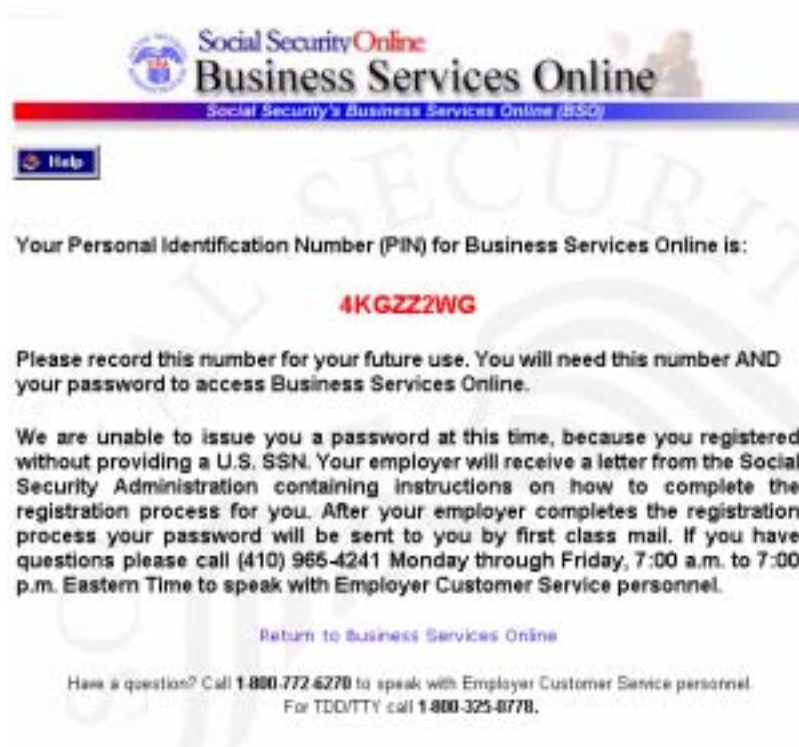
*If you attempt to register without a U.S. SSN, you will not be able to log in to BSO until SSA receives a positive confirmation from your employer.*

**Step 7:** Select the **Register** button to process the registration form. The system displays your PIN.





*If there are any other data entry issues, please scroll to the bottom of the Registration for Business Services Online page for a description of each field.*



Social Security Online  
**Business Services Online**  
Social Security's Business Services Online (BSO)

[Help](#)

Your Personal Identification Number (PIN) for Business Services Online is:

**4KGZZ2WG**

Please record this number for your future use. You will need this number AND your password to access Business Services Online.

We are unable to issue you a password at this time, because you registered without providing a U.S. SSN. Your employer will receive a letter from the Social Security Administration containing instructions on how to complete the registration process for you. After your employer completes the registration process your password will be sent to you by first class mail. If you have questions please call (410) 965-4241 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel.

[Return to Business Services Online](#)

Have a question? Call 1-800-772-6278 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0778.

**Step 8:** Select the **Return to Business Services Online** link to exit this page. The system displays the BSO Welcome page.

## Lesson 3: Login Procedures with PIN and Password

After registering in BSO, you will receive your password in the mail within 2 weeks. Until you receive your password, you will be able to log in to BSO with your PIN and Social Security Number (SSN). Refer to [Lesson 4: Login Procedures with PIN and SSN](#) for more information.

Follow the instructions below to log in to BSO with your PIN and password.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

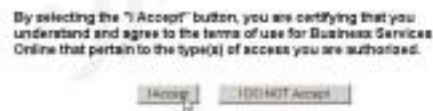


**Step 2:** Select the **Login** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.



Social Security Online  
**Business Services Online**  
Social Security's Business Services Online (BSO)

[Help](#)

**Business Services Online Login**

Type your registration PIN and password, then select Login

**Personal Identification Number (PIN):**  **Password:**

If you have not received your password. [Forgot your Password?](#)

NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-0778.

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0778.

**Step 4:** Enter your PIN and password.

**Step 5:** Select the **Login** button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



*The main menu located on your BSO Home Page may be different than the example shown below. You are only provided with the applications to which you need access.*

**Social Security Online  
Business Services Online**  
Social Security's Business Services Online (BSO)

800 Heavy 800 Information Links | Contact Us | Keyboard Navigation | Logout

Welcome to the Business Services Online, **John Q. Public**

Your BSO Registration password will expire on **12-08-2003**

Your BSO Registration Password will expire in **279** days.  
Please Change Your Password

The BSO allows employers or their authorized representatives to perform the following services:

### Wage Reporting Services:

- ▶ **Submit a W-2 Wage File**  
Send us your W-2 Wage File
- ▶ **Create Forms W-2 Online**
  - ▶ **Enter Forms W-2 for Tax Year 2003**  
Create, print and submit your Forms W-2 and Form W-3 for Tax Year 2003.
  - ▶ **Resume Unsubmitted W-2s**  
Continue processing your unsubmitted W-2s.
  - ▶ **Download Submitted W-2s**  
Download a printable version of your submitted Forms W-2 and Form W-3. This printable version can be saved to your PC. (This feature is only available for Forms W-2 and Form W-3 created with W-2 Create within 30 days of the date of submission.)
- ▶ **View Submission Status / Errors / Notice Information**  
View current submission status, resubmission notices, and error information for previously submitted wage data.
- ▶ **View Employer Report Status / Errors / Notice Information**  
View current employer report status information, Social Security Handbook-style notices, and error information for previously submitted wage data.
- ▶ **Acknowledge Resubmission Notice**  
Acknowledge that you have received a notice asking you to resubmit your wage data.
- ▶ **Request Resubmission Extension**  
Request a maximum 15-day extension of the deadline for resubmitting your wage data.

### Social Security Number Verification Services:

- ▶ **Request Online SSN Verification**  
The SSN Verification option allows employers to manually enter and submit up to 10 Social Security Numbers and Names to be verified by Social Security Administration. Results are returned immediately for review.
- ▶ **Submit an Electronic File for SSN Verification**  
The electronic file submission option allows employers to submit a file containing Names and Social Security Numbers to be verified by Social Security Administration. The SSN is the file should be in the correct format.
- ▶ **View Status and Retrieval Information**  
The Status and Retrieval option allows employers to view the current status of a submission.
- ▶ **View Employer Verification Service (EVS) User Manual**  
The Employer Verification Service (EVS) User Manual provides additional information on submitting files to Social Security Administration for verification and retrieving the results of the submissions.

### Registration Services:

- ▶ **Change your Password**  
Your password must be changed at least once a year in order to keep your PIN active.
- ▶ **Update your Contact Information**  
Update or change your registration information - street address, phone number, or company phone number.
- ▶ **Deactivate your PIN**  
Deactivate your Personal Identification Number (PIN).
- ▶ **Contact SSA**  
Send us a question or comment to the Social Security Administration.
- ▶ **Logout**  
End session to the Employer home page.

**Important Warning:**  
NOTE: Do not use your browser's Back or Forward buttons while you are logged on to Business Services Online.

Have a question? Call **1-800-772-6272** to speak with Employer Customer Service personnel.  
For TDD/TTY call **1-800-325-8778**.

800 Heavy 800 Information Links | Contact Us | Keyboard Navigation | Logout

## Lesson 4: Login Procedures with PIN and SSN

For the first 30 days after registering in BSO, you will be able to access the system with your newly created PIN and SSN. During this time period, you will not have all of the functionality that a PIN and password can provide. Once you use your password to log in, you will not be able to access BSO with your SSN, even if it is within the initial 30-day period.

Follow the instructions below to log in to BSO with your PIN and SSN.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

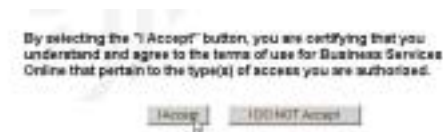


**Step 2:** Select the **Login** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.



Social Security Online  
Business Services Online  
Social Security's Business Services Online (BSO)

[Help](#)

Business Services Online Login

Type your registration PIN and password, then select Login.

Personal Identification Number (PIN):  Password:

If you have not received your password. [Forgot your Password?](#)

NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-0778.

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0778.

**Step 4:** Select the **If you have not received your password** link. The system displays a BSO Login page with a PIN and SSN field.



Social Security Online  
Business Services Online  
Social Security's Business Services Online (BSO)

[Help](#)

Business Services Online Login

Type your registration PIN and SSN, then select Login.

Personal Identification Number (PIN):  SSN:

If you have received your password. [Forgot your Password?](#)

NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-0778.

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0778.

**Step 5:** Enter your PIN and SSN.



**Step 6:** Select the **Login** button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)



*Until you receive your password in the mail, you will be provided with the menu items shown on the BSO Home Page below.*



The screenshot shows the Social Security Business Services Online (BSO) Home Page. At the top, the header reads "Social Security Online Business Services Online" with the Social Security Administration logo. Below the header is a navigation bar with links: "BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout". The main content area welcomes "John Q. Public" and lists available services:

- Wage Reporting Services:**
  - Submit a W-2 Wage File**: Send us your W-2 Wage File.
- Create Forms W-2 Online**
  - Enter Forms W-2 for Tax Year 2003**: Create, print and submit your Forms W-2 and Form W-2 for Tax Year 2003.
  - View Submission Status Information**: View current submission status information for previously submitted wage data.
- Contact SSA**: Send us a question or comment to the Social Security Administration.
- Logout**: Exit and return to the Employer home page.

A "Navigation Warning" note states: "Do not use your browser's Back or Forward buttons while you are logged on to Business Services Online." At the bottom, contact information is provided: "Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-8778." The footer navigation bar is identical to the top one.

## Lesson 5: Logout Procedures

Follow the instructions below to log out of BSO.

**Step 1:** Select the **Logout** option from the BSO Home Page.



The system displays the BSO Logout page.

**Step 2:** Select **Yes** to exit the system. (To continue your session and return to the BSO Home Page, select **No**.)



This returns you to the Employer Reporting Instruction & Information page.



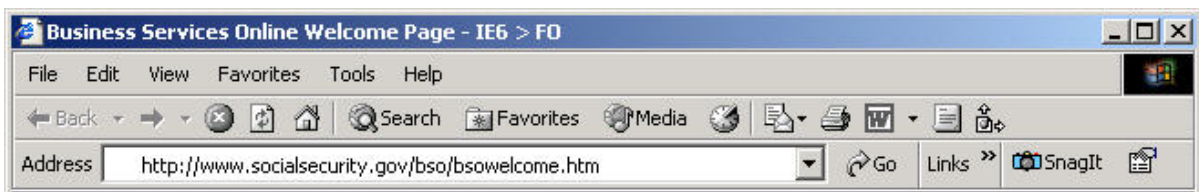
## Lesson 6: Change Your Password

Passwords must be changed at least once a year in order to maintain an active PIN. When you first log in with your new password, BSO will force you to change it. Follow the instructions below to change your password.



*If you provide your e-mail address, the system will send you an e-mail reminder 2 weeks before your password expires. Refer to [Lesson 8: Contact Information](#) for information about adding your e-mail address.*

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).



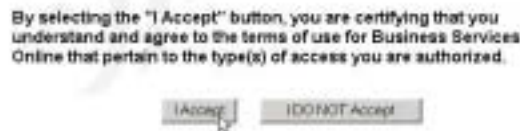
**Step 2:** Select **Login** link from the Business Services Online Welcome page.



If you have already registered, login to use BSO services and to maintain your BSO account.

The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button (located at the bottom of the page) after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.

Social Security Online  
**Business Services Online**  
Social Security's business services online (BSO)

[Help](#)

Business Services Online Login

Type your registration PIN and password, then select Login.

Personal Identification Number (PIN):  Password:

If you have not received your password: [Forgot your Password?](#)

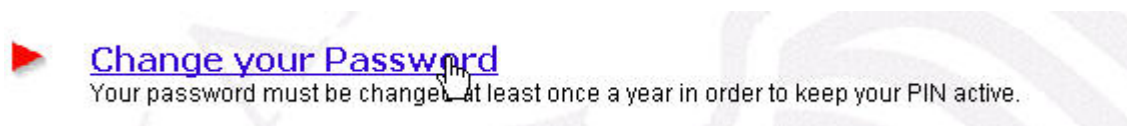
NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-0778.

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel.  
For TDD/TTY call 1-800-325-0778.

**Step 4:** Enter your PIN and password.

**Step 5:** Select the **Login** button. The system displays the BSO Home Page.

**Step 6:** Select the **Change your Password** link.



The system displays the Change your Password form.



**NOTE**

*You must change your password at least once a year in order to keep your PIN active.*

**Step 7:** Enter your current password and new password. Enter your new password again for verification purposes.

**Social Security Online**  
**Business Services Online**  
Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[Help](#)

### Business Services Online Login

You can change your password for Business Services Online by completing this form. You may change your password at any time and as often as you want. Your password must be eight characters long and be a combination of letters and numbers. That is, there must be at least one letter and at least one number in your password. The other seven characters may be all letters or all numbers or any combination.

You must change the temporary password you received by mail after you registered for Business Online Services on your first visit. You will also be prompted to change your password once a year.

Enter Current Password:

Enter New Password:

Reenter New Password:

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.  
For TDD/TTY call **1-800-325-0770**.

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

**Step 8:** Select the **Submit** button. The system displays the Password Change Confirmation page.

**Social Security Online**  
**Business Services Online**  
Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[Help](#)

### Your Business Services Online (BSO) Password Has Been Changed

[BSO Home](#)

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.  
For TDD/TTY call **1-800-325-0770**.

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

## Lesson 7: Forgotten Passwords

BSO allows you to request a new password if you have forgotten your current password. To reduce the possibility of fraud, the new password will be mailed to the last address you provided. Until you receive your new password in the mail, you will not be able to log in to BSO. This functionality is not available to foreign registrants. Follow the instructions below to request a new password.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

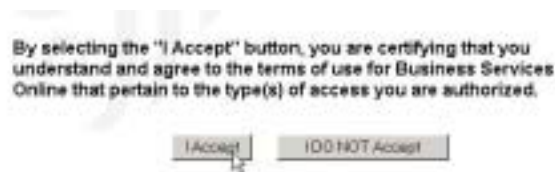


**Step 2:** Select **Login** link from the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.

The screenshot shows the 'Social Security Online Business Services Online' login page. At the top is the Social Security Administration logo and the text 'Social Security Online Business Services Online' and 'Social Security's Business Services Online (BSO)'. Below this is a 'Help' button. The main heading is 'Business Services Online Login'. The instructions state: 'Type your registration PIN and password, then select Login.' There are two input fields: 'Personal Identification Number (PIN):' and 'Password:'. Below the PIN field is a link: 'If you have not received your password, [Forgot your Password?](#)'. There are 'Login' and 'Cancel' buttons. A note at the bottom states: 'NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-4778.' At the very bottom, it says: 'Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-4778.'

**Step 4:** Select the **Forgot your Password?** link on the Business Services Online Login page. The system displays the Business Services Online Forgot Password page.

The screenshot shows the 'Social Security Online Business Services Online' forgot password page. At the top is the Social Security Administration logo and the text 'Social Security Online Business Services Online' and 'Social Security's Business Services Online (BSO)'. Below this is a 'Help' button. The main heading is 'Business Services Online Forgot Password'. The instructions state: 'To request a new Password enter your PIN, Last Name and Social Security Number, then select Request New Password.' There are three input fields: 'Personal Identification Number (PIN):', 'Last Name:', and 'U. S. Social Security Number:'. Below the PIN field is a link: 'Return to Pin/ Password Login Page.' There are 'Request New Password' and 'Cancel' buttons. A note at the bottom states: 'NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-4778.' At the very bottom, it says: 'Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-4778.'

**Step 5:** Enter your PIN, Last Name, and U.S. Social Security Number.

**Step 6:** Select the **Request New Password** button to send the request. The system displays the confirmation page for your new password. (To return to the Business Services Online Login page without sending the request, select the **Cancel** button.).



*Until you receive your new password in the mail, you will not be able to log in to BSO.*

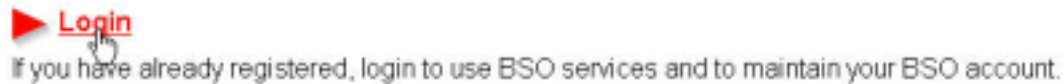
## Lesson 8: Update Your Contact Information

Follow the instructions below to update your contact information.

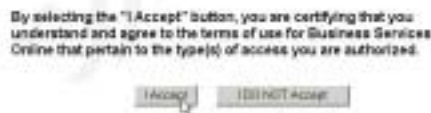
**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).



**Step 2:** Select **Login** link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.



**Step 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.



**Social Security Online**  
**Business Services Online**  
Social Security's Business Services Online (BSO)

[Help](#)

**Business Services Online Login**

Type your registration PIN and password, then select Login.

**Personal Identification Number (PIN):**  **Password:**

If you have not received your password, [Forgot your Password?](#)

NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-0778.

Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

**Step 4:** Enter your PIN and password.

**Step 5:** Select the **Login** button. The system displays the BSO Home Page.

**Step 6:** Select the **Update your Contact Information** link.

▶ [Update your Contact Information](#)  
Update or change your registration information - correct address, phone number, or company phone number.

The system displays the Registration for Business Services Online page.



**Social SecurityOnline**  
**Business Services Online**

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

**Registration for Business Services Online**

First Approval: 1/10/03 by: 00000000  
Date: 1/10/2003

**NOTE: Accountants, CPAs, etc.** You only need to register once in your own firm's name. You can then collect business for as many clients as you wish.

**Check Input**

- Fields marked with an asterisk (\*) **MUST** be completed.
- Do **NOT** use punctuation in any field. This includes dashes in phone numbers.
- Please do **NOT** use your browser's "register key" during this application.
- Use of the browser's navigation keys may cause a loss of data.
- Help pertaining to each field is located at the bottom of the page.

**Information About You:** This part of the form gathers information about you, the employee requesting a Personal Identification Number (PIN). The information you provide will be compared to our records to verify your identity.

First Name: [JANE]  
Middle Name: [A]  
Last Name: [PUBLIC]  
Suffix: [Jr, Sr, III, IV, etc.]  
U.S. Social Security Number: 123-45-6789  
Date of Birth: [08/11/86]  
Address Line 1: [123456 STREET]  
(Your Password will be mailed to this address)  
Address Line 2: [ ]  
City: [ANYTOWN]

**Please enter a U.S. Domestic Address OR a Foreign Address**

Country: [United States]  
State Abbreviation or Province: [CA]  
Do you use a Postal Code? [Yes] Zip Code: [90001]  
Work Phone Number: [415-555-4321]  
Extension: [ ]  
Fax Number: [ ]  
E-mail: [jane@janesbusiness.com]

**Information About Your Company or Business:** This part of the form gathers information about the company that employs you or that you own. The information you provide will be compared to our records to verify that you currently work for the company or business where you are registering.

Company Name or Business Name: [JANE'S ACCOUNTING]  
Company Phone Number: [415-555-4321]  
Extension: [ ]  
Employer Identification Number (EIN): 34-2120480  
[OR]  
I am Self-Employed and DO NOT have an EIN: [ ] [ ]

Have a question? Call 1-800-772-6276 to speak with Employee Customer Service personnel.  
For TDD/TTY call 1-800-325-8976.

BSO Home | BSO Information Links | Contact SSA | Keyboard Navigation | Logout

**Step 7:** Update the information you wish to change.



*You can only change the following information:*

Name	Date of Birth	Address	Zip Code
City	State	Country	
Work #	Fax #	E-mail Address	
Company/Business Name	Company Phone Number		

**Step 8:** Select the **Update** button to update the contact information. The system displays the confirmation for the updates. (To cancel the update and return to the BSO Home Page, select the **Cancel** button.)



## Lesson 9: Deactivate Your PIN

Follow the instructions below to deactivate your PIN.

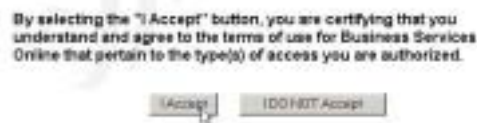
**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).



**Step 2:** Select **Login** link from the Business Services Online Welcome page. The system displays the BSO - Privacy Policy Statement page.



**Step 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.

**Step 4:** Enter your PIN and password.

**Step 5:** Select the **Login** button. The system displays the BSO Home Page.

**Step 6:** Select the **Deactivate your PIN** link.



The system displays the Deactivate your PIN page.



The screenshot shows the 'Social Security Online Business Services Online' page. At the top, there is a navigation bar with links: 'BSO Home', 'BSO Information Links', 'Contact SSA', 'Keyboard Navigation', and 'Logout'. Below this is a 'Help' button. The main heading is 'Deactivating Your Personal Identification Number (PIN) for Business Services'. The instructions state: 'To deactivate your PIN, enter your Password, select the reason for requesting deactivation and press the "deactivate" button at the bottom.' There is a 'Password:' text box. Below that, it says 'I want to deactivate this PIN because:' followed by two radio button options: 'If I am no longer authorized to use Business Services Online.' and 'OR This PIN was compromised (e.g., disclosed to an unauthorized person)'. At the bottom of the form are 'Deactivate' and 'Cancel' buttons. A footer section provides contact information: 'Have a question? Call 1-800-772-6278 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.' and repeats the navigation links.

**Step 7:** Enter your password in the Password field and select the reason for deactivating your PIN.

**Step 8:** Select **Deactivate** to process the request. The system displays the Deactivated PIN Confirmation page. (To cancel the request and return to the BSO Home Page, select the **Cancel** button.)



The screenshot shows the 'Social Security Online Business Services Online' page after a PIN deactivation. The main heading is 'Your Business Services Online (BSO) PIN Has Been Deactivated'. Below this is a 'BSO Welcome' message. The footer section provides contact information: 'Have a question? Call 1-800-772-6278 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.' and repeats the navigation links.

## Lesson 10: Contact SSA

Follow the instructions below to submit a question or statement to SSA.

**Step 1:** Point your browser to the Business Services Online Welcome page:  
[www.socialsecurity.gov/bsowelcome.htm](http://www.socialsecurity.gov/bsowelcome.htm).

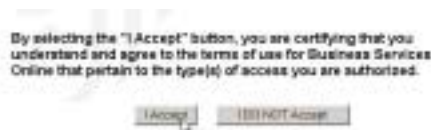


**Step 2:** Select **Login** link from the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

**Step 3:** Select the **I Accept** button after reading and agreeing to the conditions stated on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.



**Step 4:** Login with your PIN and password. The system displays the BSO Home Page.

**Step 5:** Select the **Contact SSA** link.



The system displays the Contact SSA pop-up window.



*Your name should automatically appear in the Name field.*

The screenshot shows the 'Social Security Online Business Services Online' page. At the top, there is a header with the Social Security Administration logo and the text 'Social Security Online Business Services Online' and 'Social Security's Business Services Online (BSO)'. Below the header is a 'Help' button. A message states: 'Please note that you may have to close this window in order to resume your BSO session.' with a 'Close Browser Window' button and a note: 'You can use the File menu to close this window.' The main section is titled 'Contact SSA'. It contains instructions: 'Type your question or comment below and select Send Your Message. If you would like a reply, type your e-mail address in the space provided or include a phone number with area code in your message. Allow one to three days to receive a response. Fields marked with an asterisk (\*) MUST be completed.' A 'WARNING!' box states: 'Do not include private information, such as your Social Security Number, in your message. This message will be transmitted via Internet e-mail and could be viewed by a third party.' The form fields are: 'Name:' with the value 'JOHN Q. PUBLIC'; 'E-mail:' with the value 'jpublic@acmeassociates.com' and a note '(example: username@company.com)'; 'Choose BSO Program Questions or Comments for topics such as wage reporting instructions and deadlines, registration, or resubmission notices. Choose BSO Technical Questions or Comments for topics such as communications problems, preparing wage data files, or Accowage. Choose your region's Employer Services Liaison Officer (ESLO) for general wage reporting concerns.'; 'Recipient:\*' with a dropdown menu showing 'Select your mail recipient...'; 'Message:\*' with a large text area; and a 'Send Your Message' button. At the bottom, there is a message: 'Please note that you may have to close this window in order to resume your BSO session.' with a 'Close Browser Window' button and a note: 'You can use the File menu to close this window.'

**Step 6:** Enter your e-mail address in the **E-mail** field if it is not populated. If your e-mail address is in the field, verify that it is correct.

**Step 7:** Select the desired organization in the **Recipient** drop-down menu. This is a required field.

**Step 8:** Type your message in the **Message** field. This is a required field.



**Step 9:** Select the **Send Your Message** button. (Select the Close Browser Window to cancel the message.)



**Step 10:** Select the **Close Browser Window** button to close the pop-up window and return to the BSO Home Page.